

# REGISTRATION INFORMATION

## Register online, in-person, phone or by mail

**Hunt Recreation Center** 

90 Stow Street Concord, MA 01742 978-287-1050 Monday-Friday 8:00am-5:00pm **Beede Swim and Fitness Center** 

498 Walden Street Concord, MA 01742 978-287-1000 Monday-Friday 5:30am-9:00pm Saturday and Sunday 7:00am-6:00pm

#### REGISTRATION POLICY

Registration forms are processed on a first come first served basis and may be received by mail or in person. You may submit registration forms for you and your family and one additional household. Full payment must accompany the registration form in order to be processed. Beede Swim and Fitness Memberships must be current at time of registration to receive member rate. Registration forms will not be accepted before the registration date and will not be held if received early. In cases where classes are filled or canceled when we receive your registration, we will notify you to try and arrange an alternate class.

#### ONLINE REGISTRATION INFORMATION

If you do not have an account set up please call the Recreation Department, 978-287-1050 to get that set up for future online registration. If you are a member of Beede Swim and Fitness Center or have taken any Recreation Programs in the past you already are in the database. Therefore you may access and update your account by following the instructions below.

- 1. Once you have clicked on the Registration button, it will take you to the online registration home page.
- 2. Log into your account: your user name is your email address
- 3. Click on the "Forgot Password" button and type in your email address. Click on the "Submit" button. An email will be sent to you with your password.
- 4. Click on the Login link at the top of the "Forgotten Password Form" screen.
- 5. Log in with user name (your email address) and the password given in the email.
- 6. Click the "Login" button.
- 7. This will bring you to a screen that will require you to change your password; follow the prompts.
- 8. You have now updated your account. Use your username and password information to login.
- 9. Click the "Activity Registration" button or the appropriate picture at the bottom of the screen to register.
- \*Please feel free to call the office if you have any questions. 978-287-1050

#### **CANCELLATION POLICY**

There will be a \$25.00 (\$50 for AfterSchool, BeforeSchool, Terrific Tuesday and Concord Carousel Preschool) fee if you must cancel or switch a class once your registration has been processed. This applies to all Concord Recreation programs including membership at the Beede Swim and Fitness Center. Concord Recreation reserves the right to make schedule changes to better serve our members or to cancel/combine instructional classes and programs due to insufficient enrollment. Please make sure your calendar will allow you to enjoy all of the lessons/classes/programs before enrolling. Please see Childcare Services for additional information on schedule change fees.

A credit will be issued under the program participants name if the Facility must cancel a class due to the following:

- 1. Thunder/lightning
- 2. Mechanical issues
- 3. Fire Evacuation.

No credits or makeups will be issued for circumstances which are beyond control of Concord Recreation including:

- 1. Missed classes due to illness or vacation or if you should choose not to attend
- 2. Snow/Blizzard, Tornado, Hurricane
- 3. Power outages
- 4. No water supply

<sup>\*</sup>please note that AfterSchool, BeforeSchool, Terrific Tuesday and Concord Carousel Preschool are excluded.

#### FINANCIAL AID POLICY

The Town of Concord, MA is committed to making its Recreation Department programs, activities, and special events available to as many citizens as possible. This financial assistance program has been established to meet the needs of individuals and families judged to have limited financial resources. To assure that all residents and public school students are able to access our programs, we are proud to provide financial assistance to those that qualify.

### **Application Instructions**

Applications and all required paperwork must be submitted, in full, a minimum of 30 days prior to the start date of a program. Required forms include:

- Concord Recreation Financial Assistance Form
- Proof of Residency/Public School Enrollment (Concord Residents and Public School Students)
- Most recent year tax return
- Proof of any income not listed on tax return
- Any other documentation/circumstances you feel are important to consider

Applications and all required paperwork, in full, should be delivered to: Recreation Director 90 Stow Street Concord, MA 01742 or emailed to huntreception@concordma.gov

Concord Recreation reserves the right to exercise managerial discretion regarding financial assistance, and to limit the amount of funding allocated to any given household or individual within one calendar year. Please note that an in person interview may be required by the Recreation Department before any request can be processed.